

# Enhanced Directory Assistance Listing Service

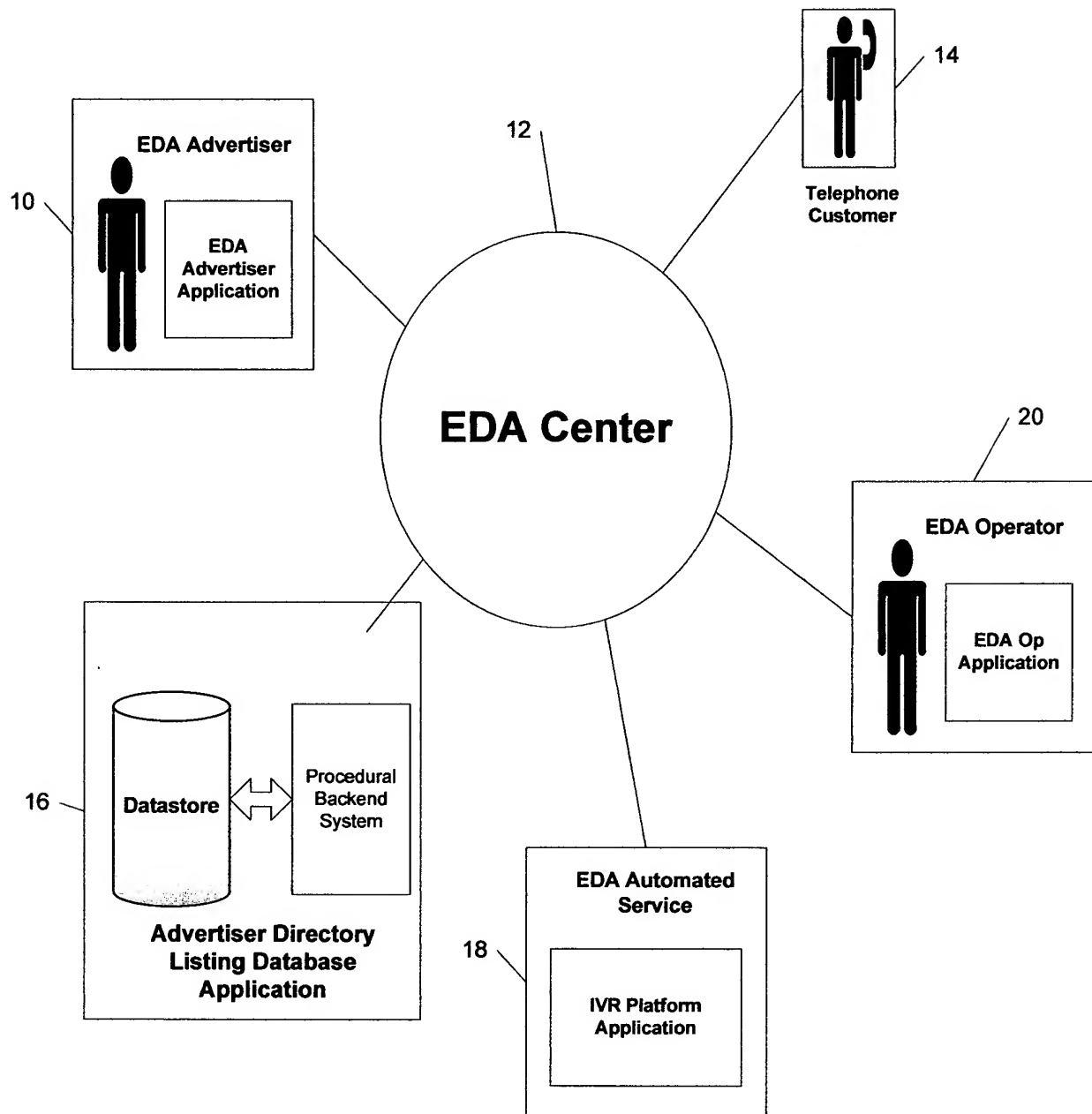


FIG. 1

# EDA Op ration S qu nc Diagram

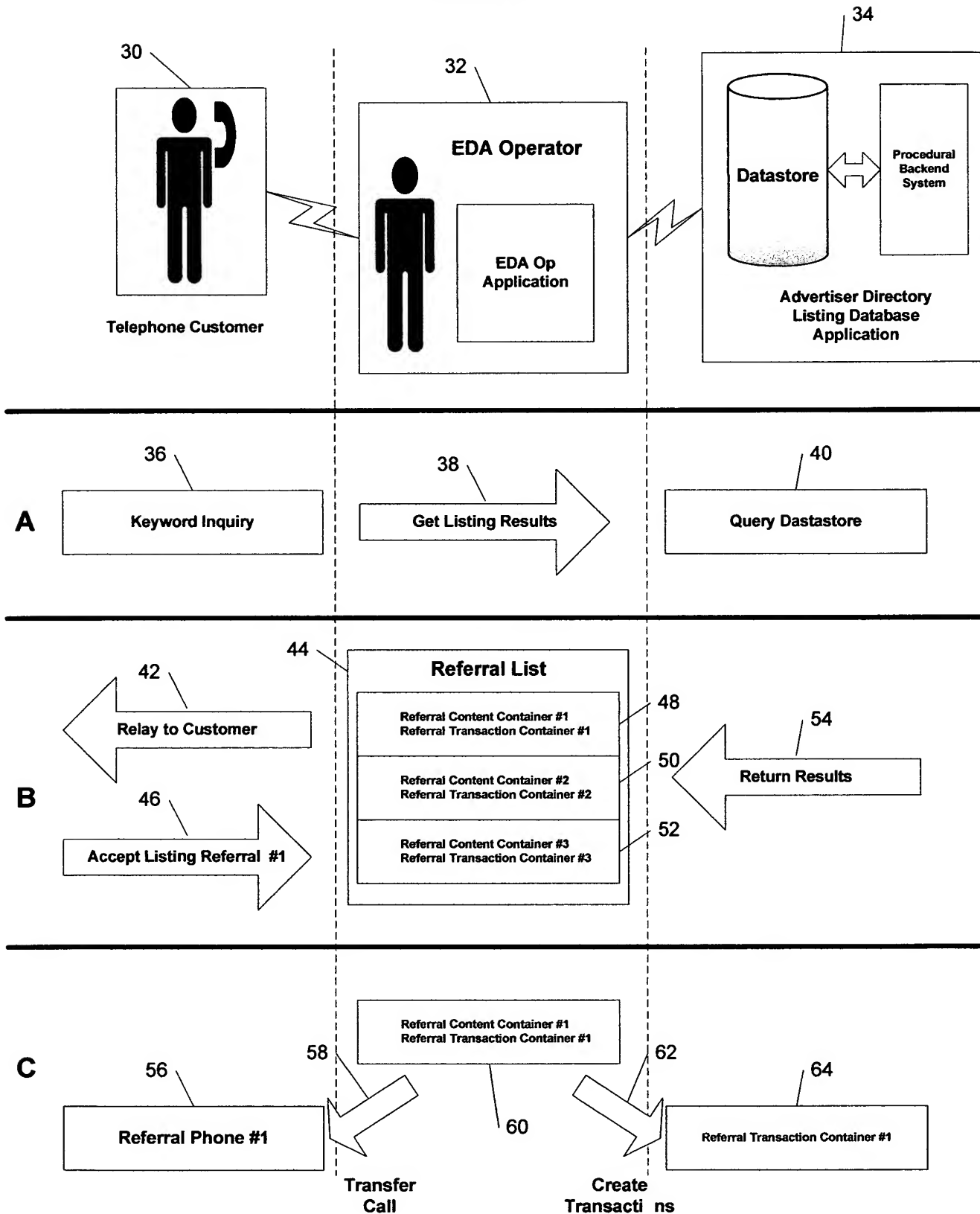


FIG. 2



## EDA Referral Packet

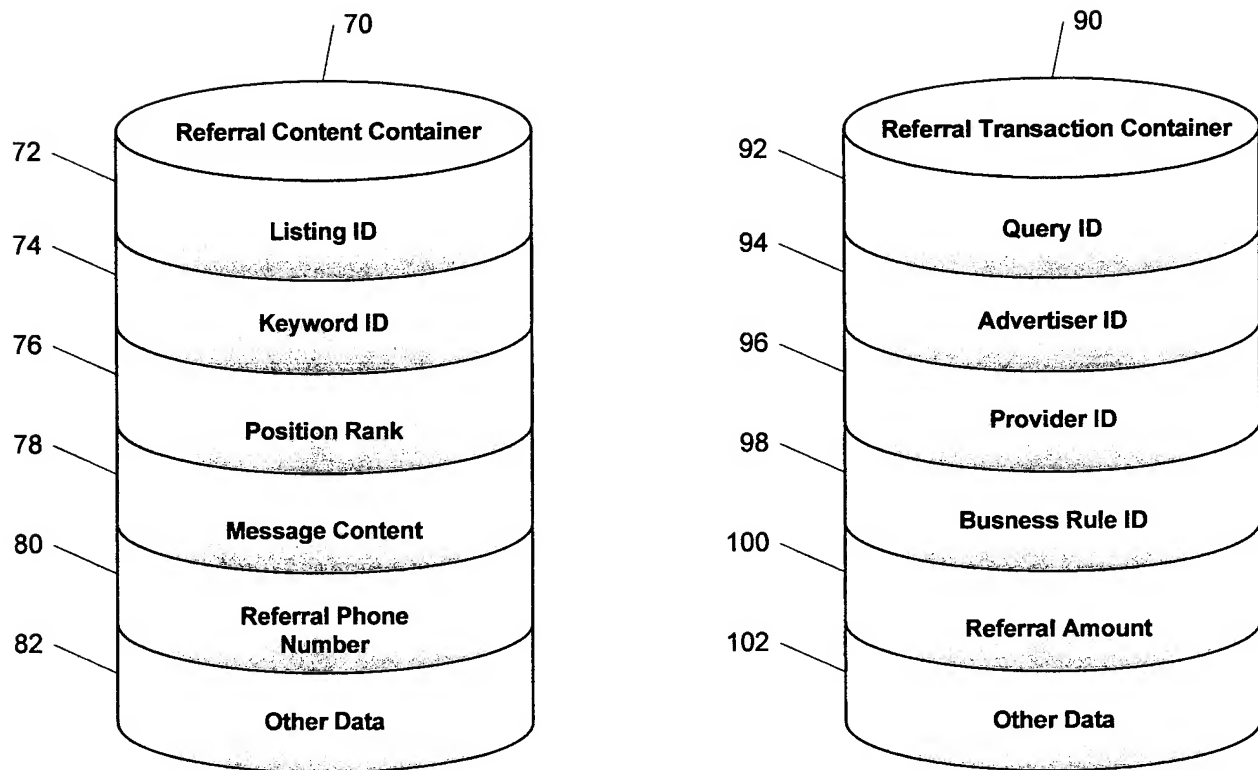


FIG. 3

# EDA Advertiser Directory Listing Database

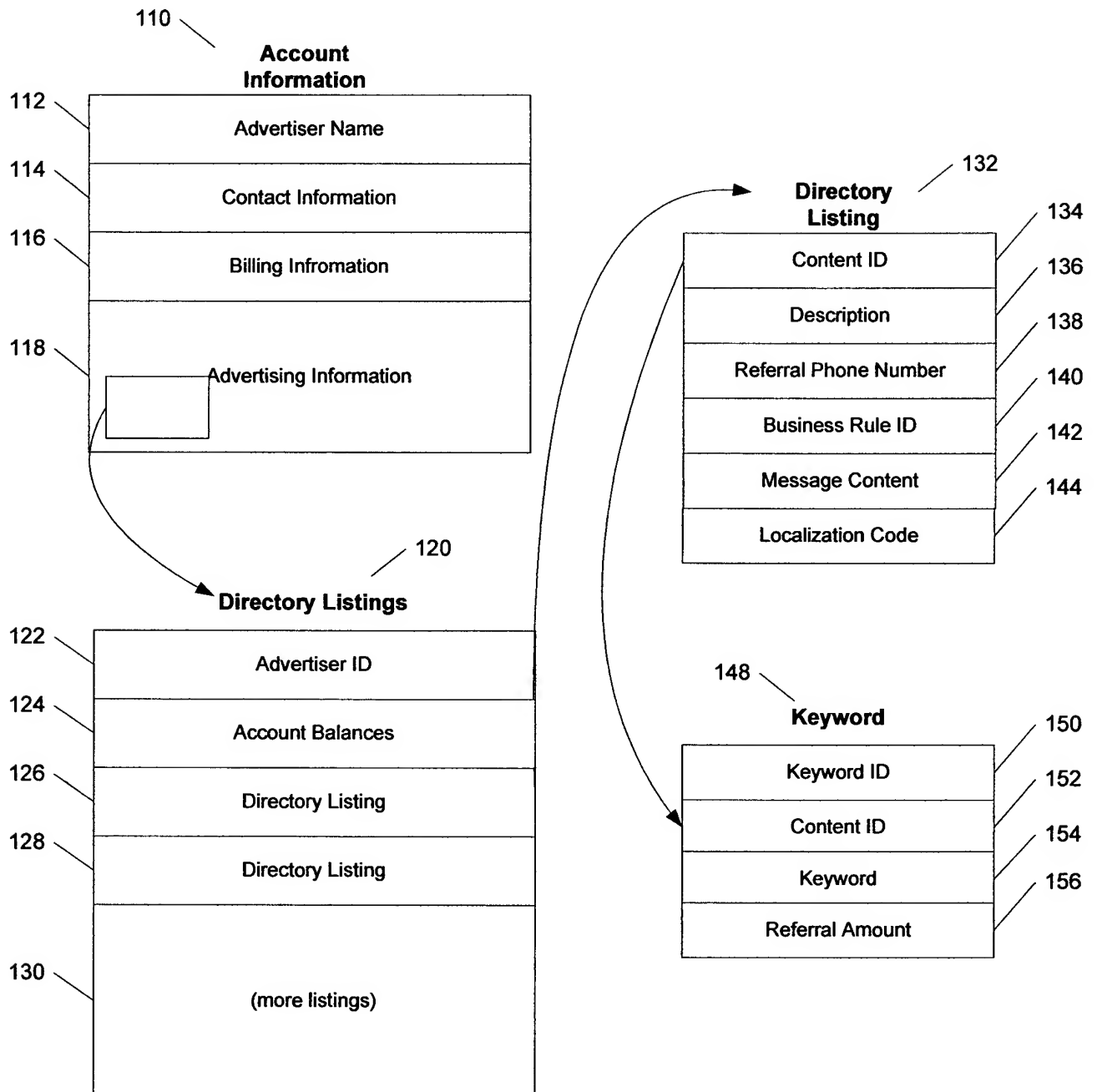


FIG. 4

# Get Listing Results Operation

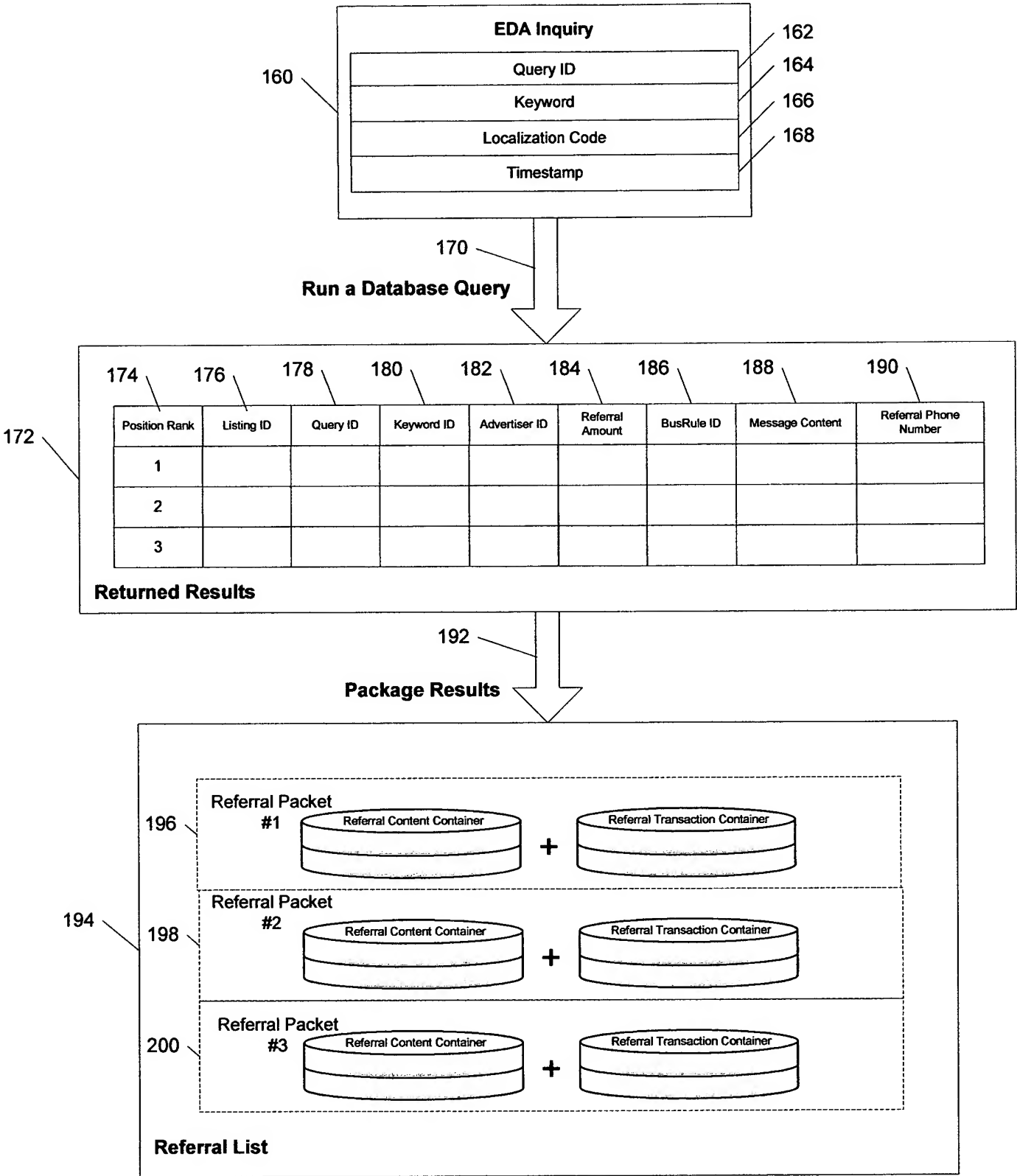


FIG. 5

# Multi-Platform Delivery System

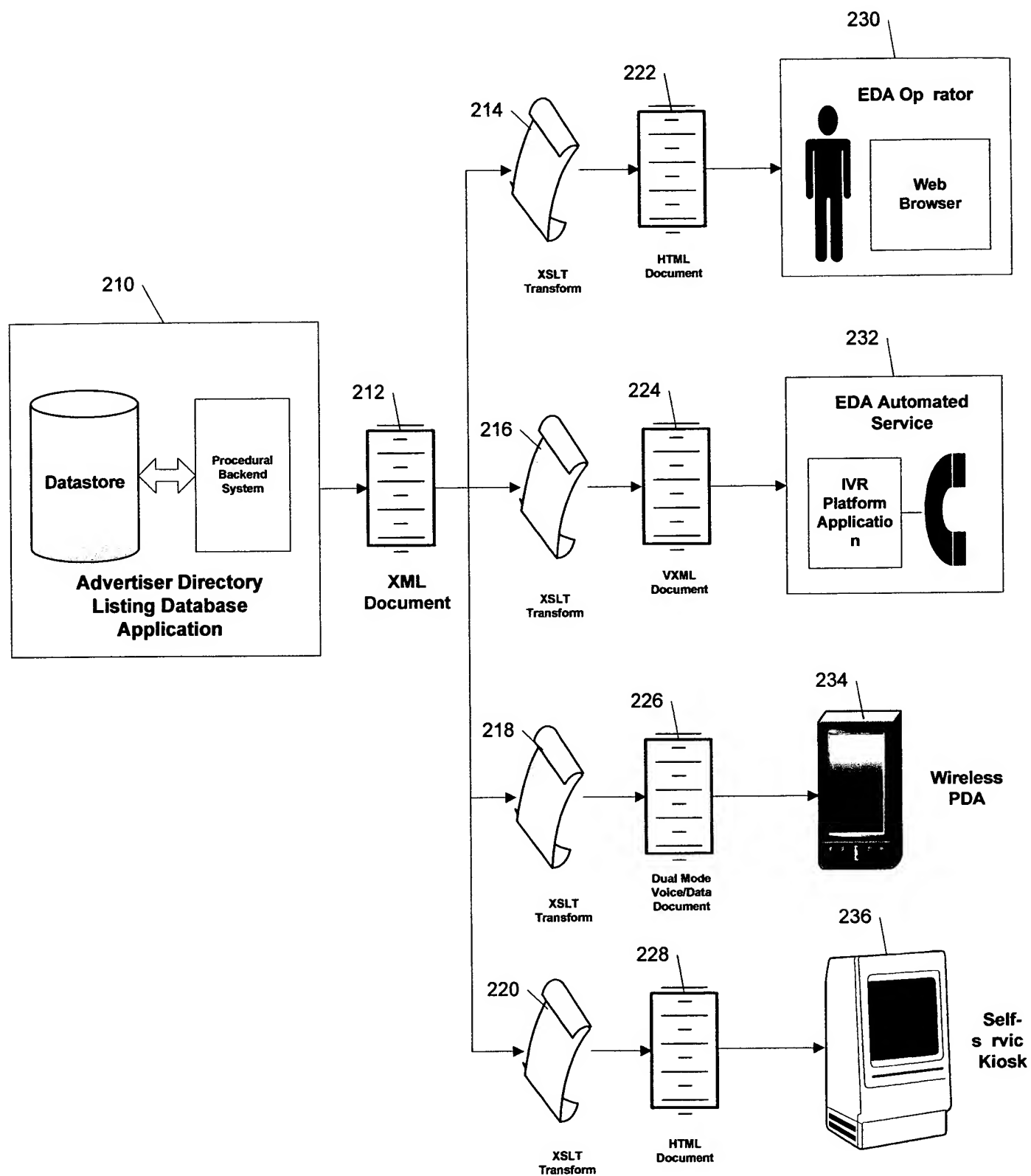


FIG. 6

# Business Process Implementation

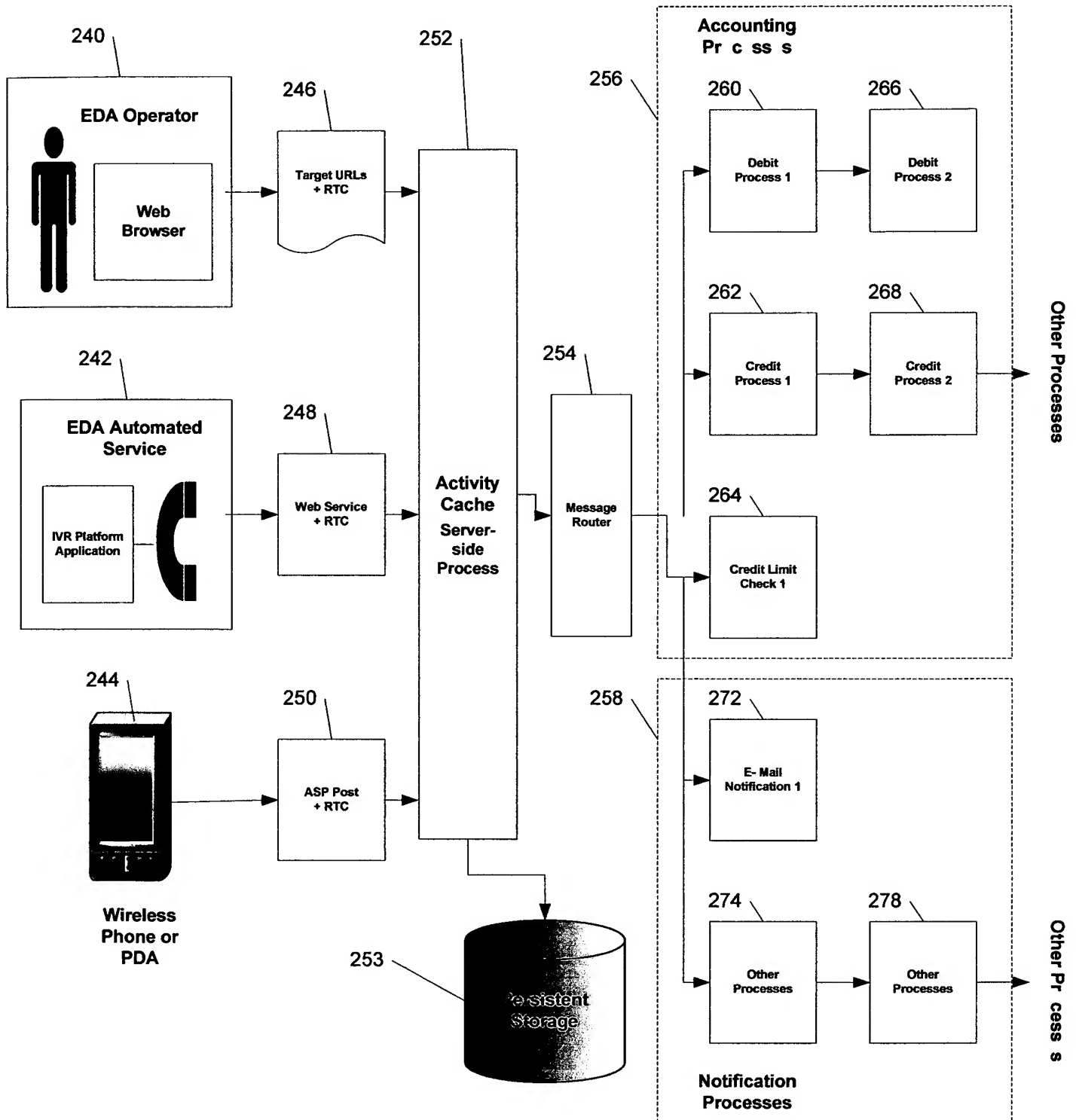


FIG. 7



## Business Process Repackaging

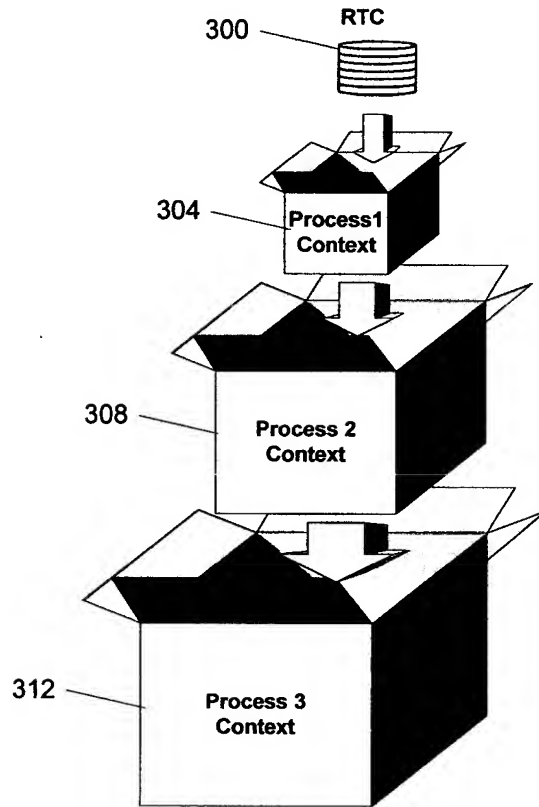


FIG. 8



# Distributed Business Process Orchestration

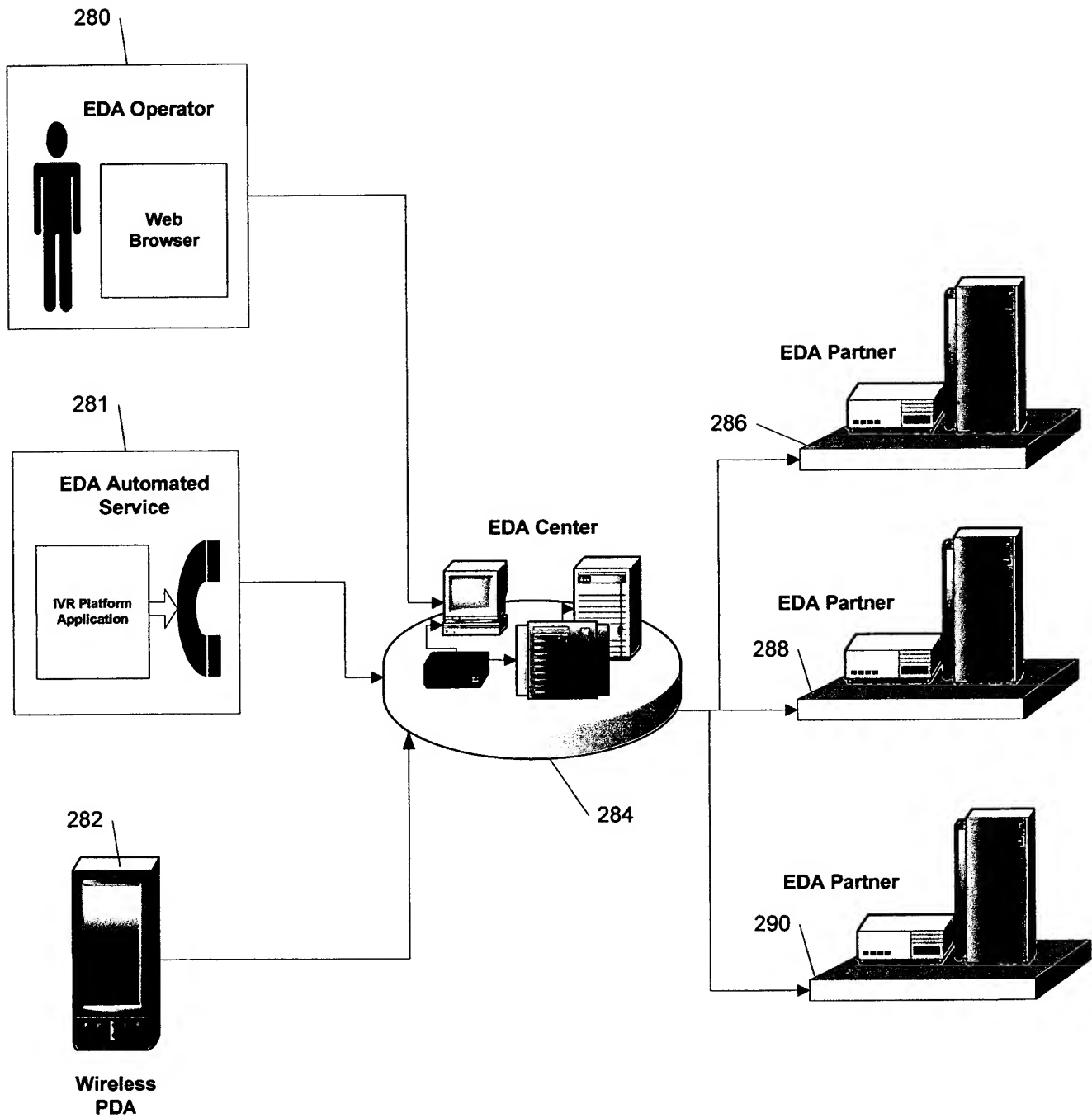


FIG. 9